Company Name:	The	Ponderosa 7	Геlephone Co.	U#:	1014-C	Report Year:	2018
Reporting Unit Type:	✓ Total Company	Exchange	☐ Wire Center	Reporti	ng Unit Name:	Total Company	

Measurement (Compile monthly, file quarterly)				Date filed 05/15/18)		Date filed (08/14/18)				Date filed (11/14/2018)		Date filed (2/14/19)		
		p,, q,,	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	liation interval	Total # of business days	118.53	84.63	114.04	80.31	225.79	80.24	0.00	0.00	0.00	0.00	0.00	0.00
Min. standard = 5 bus. days		Total # of service orders	46.00	45.00	48.00	56.00	144.00	80.00	0.00	0.00	0.00	0.00	0.00	0.00
IVIII. Standard – 5 bds. days		Avg. # of business days	2.58	1.88	2.38	1.43	1.57	1.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments	46.00	45.00	48.00	56.00	144.00	80.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of installation commitment met	46.00	45.00	48.00	56.00	142.00	80.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of installation commitment missed	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		% of commitment met	100%	100%	100%	100%	99%	100%	0%	0%	0%	0%	0%	0%
Cust	omers	Acct # for voice or bundle, res+bus	6394	6376	6359	6349	6352	6347	0	0	0	0	0	0
Cust	omer Trouble Report													
	69/ (6 par 100 working lines for	Total # of working lines												
6% (6 per 100 working lines fo		Total # of trouble reports												
ırd	units w/ ≥ 3,000 lines)	% of trouble reports												
βρι	20/ /2 nor 400 working lines for	Total # of working lines	5862	5858	5863	5879	5931	5957	0	0	0	0	0	0
Standard	8% (8 per 100 working lines for	Total # of trouble reports	85	48	165	87	93	86	0	0	0	0	0	0
	units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	0.82%	2.81%	1.48%	1.57%	1.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Min.	100/ /10 nor 100 working lines	Total # of working lines	1596	1596	1587	1594	1630	1710	0	0	0	0	0	0
	1070 (10 por 100 Working into	Total # of trouble reports	14	16	26	11	44	22	0	0	0	0	0	0
	for units w/ ≤ 1,000 lines)	% of trouble reports	1%	1.00%	1.64%	0.69%	2.70%	1.29%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	61	39	107	58	93	60	0	0	0	0	0	0
۸ ما :	sted Out	Total # of repair tickets restored in ≤ 24hrs	57	37	107	58	93	56	0	0	0	0	0	0
Adju	ervice Report	% of repair tickets restored ≤ 24 Hours	93%	95%	100%	100%	100%	93%	0%	0%	0%	0%	0%	0%
	-	Sum of the duration of all outages (hh:mm)	605.20	423.80	823.34	347.70	650.12	456.43	0.00	0.00	0.00	0.00	0.00	0.00
iviin.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	9.92	10.87	7.69	5.99	6.99	7.61	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month												
		Total # of unadjusted outage report tickets	65	40	161	66	102	68	0	0	0	0	0	0
Unac	ljusted Out	Total # of repair tickets restored in ≤ 24hrs	57	37	131	58	95	58	0	0	0	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	87.69%	92.50%	81.37%	87.88%	93.14%	85.29%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	-	Sum of the duration of all outages (hh:mm)	860.90	542.23	2304.88	677.82	1606.13	808.03	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	13.24	13.56	14.32	10.27	15.75	11.88	0.00	0.00	0.00	0.00	0.00	0.00
Refu	nds	Number of customers who received refunds	0.00	1.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00
		Monthly anount of refunds	0.00	8.21	0.00	0.00	0.00	6.45	0.00	0.00	0.00	0.00	0.00	0.00
							<u> </u>	<u> </u>						
Ansv	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a		% ≤ 60 seconds												

Primary Utility Contact Information

menu option to reach live agent)

Name: Fred Lofy	Phone : 559-868-6376	Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Company Name:	The	Ponderosa T	elephone Co.	U#:	1014-C	Report Year:	2018
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporti	ng Unit Name:	Friant	

	Measurement (Cor	mpile monthly, file quarterly)	(Date filed 05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018	<i>'</i>		Date filed (2/14/19)	
	•			st Quarter Feb	Mar		2nd Quarter	1	Jul	3rd Quarte		004	4th Quarte	Dec
		Jan 16.52	5.39	16.32	Apr 5.89	May 0.36	Jun 8.39	0.00	Aug 0.00	Sep 0.00	Oct 0.00	0.00	0.00	
Insta	allation Interval	Total # of business days Total # of service orders	6.00	4.00	5.00	3.00	1.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00
Min.	standard = 5 bus. days	Avg. # of business days	2.75	1.35	3.26	1.96	0.36	2.10	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of installation commitments	6.00	4.00	5.00	3.00	1.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commitment														
Min. standard = 95% commitment met		Total # of installation commitment met	6.00	4.00	5.00	3.00	1.00	4.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
	tomers	Acct # for voice or bundle, res+bus	434	428	423	419	411	409	0	0	0	0	0	0
Cust	omer Trouble Report	Tatal Hade and the Press												
	6% (6 per 100 working lines for	Total # of working lines												
'' '' '' '' '' '' '' '' '' '' ''		Total # of trouble reports												
Jar	,	% of trouble reports												
an a	units w/ 1,001 - 2,999 lines) 10% (10 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
St		Total # of trouble reports												<u> </u>
<u>.≐</u>		% of trouble reports	007	047	000	040	000	000		0	0	0	0	
Σ		Total # of working lines	807	817	809	812	803	806	0	0	0	0	0	0
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	5	0.400/	11	3 0.37%	10	0.87%	0 000/	J	0.00%	0.00%	0.00%	0.00%
		% of trouble reports	1%	0.12%	1.36%	0.37%	1.25%	0.87%	0.00%	0.00%		_		
		Total # of outage report tickets	1	0	9	1	4	1	0	0	0	0	0	0
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	1000/	•	•		4	1000/	0	•	· ·		0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	0%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Min.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	23.67	0.00	51.13	13.17	66.83	22.07	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	23.67	0.00	5.68	13.17	16.71	22.07	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no 9	no	no 4	no	no 0	no 0	no	no O	no 0	no
Lina	djusted Out	Total # of unadjusted outage report tickets Total # of repair tickets restored in < 24hrs	1	0	9	1	4	2	0	0	0	0	0	0
	ervice Report		100.00%	0.00%	100.00%	100.00%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
01 36	ervice Report	% of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm)	23.67	0.00%	51.13	13.17	66.83	22.07	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		, , , , , , , , , , , , , , , , , , ,	23.67	0.00	5.68	13.17	16.71	11.03	0.00	0.00	0.00	0.00	0.00	0.00
Refu	undo	Avg. outage duration (hh:mm)		0.00	0.00	0	0	0	0.00	0.00	0.00	0.00	0.00	0.00
Keiu	ilius	Number of customers who received refunds	0	0	0	•		•		_	•	0	•	•
		Monthly amount of refunds	0	U	U	0	0	0	0	0	0	U	0	0
Ansı	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.													
-	dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)													
men	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy	Phone : 559-868-6376	Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Company Name:	pany Name: The Ponderosa Telephone Co.			U#: <u>1014-C</u>	Report Year:	2018
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporting Unit Name:	Shaver	

				Date filed			Date filed			Date filed			Date filed	
Measurement (Compile monthly, file quarterly)				(05/15/18)			(08/14/18)			(11/14/2018	<i>'</i>	(2/14/19)		
	mododi omoni (ooi	inplie menting, me quarterly,		st Quarter		2nd Quarter		3rd Quarter			4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Instal	llation Interval	Total # of business days	21.87	15.28	31.08	27.05	47.69	20.12	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 5 bus. days	Total # of service orders	11.00	11.00	13.00	25.00	48.00	20.00	0.00	0.00	0.00	0.00	0.00	0.00
	Staridard – 6 bus. days	Avg. # of business days	1.99	1.39	2.39	1.08	0.99	1.01	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commitment		Total # of installation commitments	11.00	11.00	13.00	25.00	48.00	20.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commitment Min. standard = 95% commitment		Total # of installation commitment met	11.00	11.00	13.00	25.00	48.00	20.00	0.00	0.00	0.00	0.00	0.00	0.00
	Min. standard = 95% commitment met	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
illet		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Custo	omers	Acct # for voice or bundle, res+bus	1540	1541	1543	1541	1544	1548	0	0	0	0	0	0
Custo	omer Trouble Report													1
	60/ /6 per 100 working lines for	Total # of working lines												
6% (6 per 100 working lines		Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1600	1601	1603	1619	1656	1694	0	0	0	0	0	0
tal	` .	Total # of trouble reports	9	5	21	19	19	15	0	0	0	0	0	0
	units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	0.31%	1.31%	1.17%	1.15%	0.89%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Mir	10% (10 per 100 working lines	Total # of working lines												
		Total # of trouble reports												
	ior units w/ \(\sigma\),000 lines)	% of trouble reports												
		Total # of outage report tickets	1	3	13	10	8	6	0	0	0	0	0	0
Adjus	sted Out	Total # of repair tickets restored in < 24hrs	1	1	13	10	8	4	0	0	0	0	0	0
_	rvice Report	% of repair tickets restored ≤ 24 Hours	100%	33%	100%	100%	100%	67%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	22.75	333.11	207.80	48.40	93.38	161.03	0.00	0.00	0.00	0.00	0.00	0.00
IVIII I. S	Standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	22.75	111.04	15.98	4.84	11.67	26.84	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	5	4	16	14	13	11	0	0	0	0	0	0
Unad	ljusted Out	Total # of repair tickets restored in < 24hrs	1	1	14	10	9	5	0	0	0	0	0	0
of Se	rvice Report	% of repair tickets restored ≤ 24 Hours	20%	25%	88%	71%	69%	45%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	206.45	452.13	291.70	222.75	469.95	416.42	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	41.29	113.03	18.23	15.91	36.15	37.86	0.00	0.00	0.00	0.00	0.00	0.00
Refur	nds	Number of customers who received refunds	0	0	0	0	0	1	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	6.45	0.00	0.00	0.00	0.00	0.00	0.00
		•												
Answ	er Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. Hard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	nds to reach live agent (w/ a	% ≤ 60 seconds												
menu	option to reach live agent)													

Name: Fred Loty Phone: 559-868-6376 Email: fred@ponderosatel.com
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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

Company Name:	The	Ponderosa 7	Геlephone Co.	U#:	<u>1014-C</u>	Report Year:	2018
Reporting Unit Type:	☐ Total Company	Exchange	Wire Center	Report	ing Unit Name:	Auberry	

	Measurement (Con	npile monthly, file quarterly)		Date filed (05/15/18)			Date filed (08/14/18)		-	Date filed (11/14/2018	<u> </u>		Date filed (2/14/19)	
	weasarement (oon	inplie monthly, me quarterry)	1	st Quarter		2nd Quarter			3rd Quarter			4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	Illation Interval	Total # of business days	41.08	34.11	32.20	27.45	90.34	15.53	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of service orders	14.00	14.00	15.00	12.00	11.00	11.00	0.00	0.00	0.00	0.00	0.00	0.00
Min. standard = 5 bus. days		Avg. # of business days	2.93	2.44	2.15	2.29	8.21	1.41	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commitment		Total # of installation commitments	14.00	14.00	15.00	12.00	11.00	11.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commitment Min. standard = 95% commitment met Customers		Total # of installation commitment met	14.00	14.00	15.00	12.00	9.00	11.00	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of installation commitment missed	0.00	0.00	0.00	0.00	2.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		% of commitment met	100%	100%	100%	100%	82%	100%	0%	0%	0%	0%	0%	0%
		Acct # for voice or bundle, res+bus	2162	2161	2152	2142	2147	2135	0	0	0	0	0	0
Cust	omer Trouble Report	·												
	·	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
בַ	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	00/ (0 = = 400 = lines for	Total # of working lines	2547	2550	2549	2541	2543	2533	0	0	0	0	0	0
tar	8% (8 per 100 working lines for	Total # of trouble reports	29	32	106	46	38	36	0	0	0	0	0	0
	units w/ 1,001 - 2,999 lines)	% of trouble reports	1%	1.25%	4.16%	1.81%	1.49%	1.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Min.	400/ (40 per 400 working lines	Total # of working lines												
	10% (10 per 100 working line for units w/ ≤ 1,000 lines)	Total # of trouble reports												
	ior units w/ \(\sigma\) 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	18	26	57	30	23	24	0	0	0	0	0	0
۰۷ ۲۰۱۰	sted Out	Total # of repair tickets restored in ≤ 24hrs	17	26	57	30	23	23	0	0	0	0	0	0
Adju	ervice Report	% of repair tickets restored ≤ 24 Hours	94%	100%	100%	100%	100%	96%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	234.50	81.95	403.33	130.60	152.40	108.17	0.00	0.00	0.00	0.00	0.00	0.00
IVIII 1.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	13.03	3.15	7.08	4.35	6.63	4.51	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	18	26	94	33	24	24	0	0	0	0	0	0
Unad	djusted Out	Total # of repair tickets restored in ≤ 24hrs	17	26	72	30	23	23	0	0	0	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	94%	100%	77%	91%	96%	96%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	258.50	81.37	1436.60	215.02	240.62	108.17	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	14.36	3.13	15.28	6.52	10.03	4.51	0.00	0.00	0.00	0.00	0.00	0.00
Refu	nds	Number of customers who received refunds	0	1	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	8.21	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Ansv	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a		% ≤ 60 seconds												

Primary Utility Contact Information

menu option to reach live agent)

Name: Fred Lofy	Phone : 559-868-6376	Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Company Name:	The	Ponderosa 1	elephone Co.	U#:	1014-C	Report Year:	2018
Reporting Unit Type:	Total Company	✓ Exchange	Wire Center	Reportii	ng Unit Name:	Wishon	

	Measurement (Con	mpile monthly, file quarterly)		Date filed (05/15/18) st Quarter			Date filed (08/14/18) 2nd Quarte	r		Date filed (11/14/2018 3rd Quarte	,	Date filed (2/14/19) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inct	allation Interval	Total # of business days	0.00	1.56	0.00	0.50	0.22	5.70	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of service orders	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00	0.00	0.00	0.00
IVIII 1.	standard = 5 bus. days	Avg. # of business days	0.00	1.56	0.00	0.50	0.07	1.90	0.00	0.00	0.00	0.00	0.00	0.00
l 4 .		Total # of installation commitments	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00	0.00	0.00	0.00
	allation Commitment	Total # of installation commitment met	0.00	1.00	0.00	1.00	3.00	3.00	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		% of commitment met	0%	100%	0%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Cust	tomers	Acct # for voice or bundle, res+bus	31	30	30	30	30	32	0	0	0	0	0	0
Cust	tomer Trouble Report													
	COV /C man 400 wantsing lines for	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ard	units w/ ≥ 3,000 lines)	% of trouble reports												
βρι	20/ /0 = == 400 = 1:= = 1:= == f= =	Total # of working lines												
Standard	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	109/ (10 per 100 working lines	Total # of working lines	70	68	69	70	73	76	0	0	0	0	0	0
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports	0	0	0	1	0	1	0	0	0	0	0	0
	ioi units w/ \(\frac{1}{2}\) 1,000 lines)	% of trouble reports	0%	0.00%	0.00%	1.43%	0.00%	1.32%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	0	0	0	1	0	0	0	0	0	0	0	0
Adju	sted Out	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	0	0	0	0	0	0	0
_	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
IVIII I.	standard = 90% Within 24 ms	Avg. outage duration (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	0	0	0	1	0	0	0	0	0	0	0	0
Una	djusted Out	Total # of repair tickets restored in ≤ 24hrs	0	0	0	1	0	0	0	0	0	0	0	0
of S	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	5.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Refu	ınds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
						ı	_	T				ı	T	Т
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												

Primary Utility Contact Information

menu option to reach live agent)

Name: Fred Lofy	Phone: 559-868-6376	Email: fredl@ponderosatel.com
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Date Adopted: 7/28/09

Company Name:	The	Ponderosa T	elephone Co.	U#:	1014-C	Report Year:	2018
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporti	ng Unit Name:	O'Neals	

Installat Min. star met Custom Custom 6° un 8° un	ndard = 5 bus. days tion Commitment ndard = 95% commitment ners ner Trouble Report % (6 per 100 working lines for bits w/ > 3 000 lines)	Total # of business days Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	Jan 4.41 2.00 2.20 2.00 2.00 0.00 100%	St Quarter Feb 0.00 0.00 0.00 0.00 0.00	Mar 2.46 1.00 2.46 1.00	Apr 2.48 2.00 1.24	2nd Quarter May 3.31 2.00	Jun 4.24 1.00	Jul 0.00	3rd Quarter Aug 0.00	Sep 0.00	Oct 0.00	4th Quarter Nov 0.00	Dec 0.00
Installat Min. star met Custom Custom 6° un 8° un	ndard = 5 bus. days tion Commitment ndard = 95% commitment ners ner Trouble Report % (6 per 100 working lines for bits w/ > 3 000 lines)	Total # of service orders Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	4.41 2.00 2.20 2.00 2.00 0.00	0.00 0.00 0.00 0.00 0.00	1.00 2.46	2.48 2.00	3.31	4.24	0.00	0.00				<u> </u>
Installat Min. star met Custom Custom 6° un 8° un	ndard = 5 bus. days tion Commitment ndard = 95% commitment ners ner Trouble Report % (6 per 100 working lines for bits w/ > 3 000 lines)	Avg. # of business days Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	2.20 2.00 2.00 0.00	0.00 0.00 0.00	2.46		2.00	1.00	0.00					0.00
Installat Min. star met Custom Custom 6° un 8° un	tion Commitment ndard = 95% commitment ners ner Trouble Report % (6 per 100 working lines for parts w/ > 3,000 lines)	Total # of installation commitments Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	2.00 2.00 0.00	0.00		1.24		1.00	0.00	0.00	0.00	0.00	0.00	0.00
Min. star met Custom Custom 69 un 89 un	ndard = 95% commitment ners ner Trouble Report % (6 per 100 working lines for bits w/ > 3,000 lines)	Total # of installation commitment met Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	2.00 0.00	0.00	1.00		1.65	4.24	0.00	0.00	0.00	0.00	0.00	0.00
Min. star met Custom Custom 69 un 89 un	ndard = 95% commitment ners her Trouble Report % (6 per 100 working lines for bits w/ > 3,000 lines)	Total # of installation commitment missed % of commitment met Acct # for voice or bundle, res+bus	0.00			2.00	2.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00
Custom Custom 6º un 8º un	ners ner Trouble Report % (6 per 100 working lines for bits w/ > 3 000 lines)	% of commitment met Acct # for voice or bundle, res+bus	0.00		1.00	2.00	2.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00
Custom Gustom 69 un 89 un	ners ner Trouble Report % (6 per 100 working lines for bits w/ > 3 000 lines)	% of commitment met Acct # for voice or bundle, res+bus		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
in. Standard	ners ner Trouble Report % (6 per 100 working lines for bits w/ > 3 000 lines)	Acct # for voice or bundle, res+bus		0%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
in. Standard	% (6 per 100 working lines for		257	253	253	254	253	251	0	0	0	0	0	0
in. Standard	nits $w/ > 3.000 \text{ lines}$													
in. Standard	nits $w/ > 3.000 \text{ lines}$	Total # of working lines												
lin. Standar	1115 W/ - 3 UUU IINAS1	Total # of trouble reports												
in. Stan		% of trouble reports												
<u>:</u>	% (8 per 100 working lines for	Total # of working lines												
<u>:</u>	nits w/ 1,001 - 2,999 lines)	Total # of trouble reports												
<u>≒</u> 1,	ilis w/ 1,001 - 2,999 ililes)	% of trouble reports												
	0% (10 per 100 working lines	Total # of working lines	323	319	318	320	319	316	0	0	0	0	0	0
' '	for units w/ ≤ 1,000 lines)	Total # of trouble reports	3	10	14	4	24	3	0	0	0	0	0	0
101		% of trouble reports	1%	3.13%	4.40%	1.25%	7.52%	0.95%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	2	5	4	3	21	1	0	0	0	0	0	0
Adjuste	ed Out	Total # of repair tickets restored in ≤ 24hrs	2	5	4	3	21	1	0	0	0	0	0	0
•	ice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
	ndard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	9.82	2.00	26.12	42.52	130.70	21.45	0.00	0.00	0.00	0.00	0.00	0.00
wiii i. Stai		Avg. outage duration (hh:mm)	4.91	0.40	6.53	14.17	6.22	21.45	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	2	5	13	3	23	1	0	0	0	0	0	0
Unadjus		Total # of repair tickets restored in ≤ 24hrs	2	5	11	3	22	1	0	0	0	0	0	0
of Servi	-	% of repair tickets restored ≤ 24 Hours	100%	100%	85%	100%	96%	100%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	9.82	2.00	186.40	42.52	170.97	21.45	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	4.91	0.40	14.34	14.17	7.43	21.45	0.00	0.00	0.00	0.00	0.00	0.00
Refunds	S	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
						<u> </u>						1		
	•	Total # of calls for TR, Billing & Non-Billing												
-	s,Billing & Non-Billing) Min.	Total # of call seconds to reach live agent												
	rd = 80% of calls ≤ 60	% ≤ 60 seconds												1
menu o	ls to reach live agent (w/ a													ļ

Primary Utility Contact Information

Name: Fred Lofy	Phone : 559-868-6376	Email: <u>fredl@ponderosatel.com</u>

Date Adopted: 7/28/09

Company Name:	The	Ponderosa 1	elephone Co.	U#:	1014-C	Report Year:	2018
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reportin	g Unit Name:	North Fork	

	Measurement (Con	mpile monthly, file quarterly)	(Date filed (05/15/18)			Date filed (08/14/18)			Date filed (11/14/2018	<u> </u>		Date filed (2/14/19)	
	incasarement (oon	inplie monthly, me quarterly,	1	st Quarter			2nd Quarte			3rd Quarte			4th Quarte	
		·	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Insta	llation Interval	Total # of business days	30.42	23.28	31.98	15.64	14.20	10.01	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 5 bus. days	Total # of service orders	11.00	13.00	14.00	10.00	10.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00
IVIII I.	standard = 3 bus. days	Avg. # of business days	2.77	1.79	2.28	1.56	1.42	1.43	0.00	0.00	0.00	0.00	0.00	0.00
Incto	Ilation Commitment	Total # of installation commitments	11.00	13.00	14.00	10.00	10.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment met	11.00	13.00	14.00	10.00	10.00	7.00	0.00	0.00	0.00	0.00	0.00	0.00
	Standard = 95% Communent	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		% of commitment met	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
Cust	omers	Acct # for voice or bundle, res+bus	1530	1523	1518	1523	1525	1527	0	0	0	0	0	0
Cust	omer Trouble Report													
	·	Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
ī	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard	00/ /0 = = 400	Total # of working lines	1715	1707	1711	1719	1732	1730	0	0	0	0	0	0
tar	8% (8 per 100 working lines for	Total # of trouble reports	47	11	38	22	36	35	0	0	0	0	0	0
	units w/ 1,001 - 2,999 lines)	% of trouble reports	3%	0.64%	2.22%	1.28%	2.08%	2.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Min.	400/ /40 mar 400 warking lines	Total # of working lines												
	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	37	4	23	12	31	24	0	0	0	0	0	0
۸ ما :	sted Out	Total # of repair tickets restored in ≤ 24hrs	34	4	23	12	31	23	0	0	0	0	0	0
Adju	J. J	% of repair tickets restored ≤ 24 Hours	92%	100%	100%	100%	100%	96%	0%	0%	0%	0%	0%	0%
	ervice Report	Sum of the duration of all outages (hh:mm)	291.58	4.88	115.67	88.40	176.68	129.32	0.00	0.00	0.00	0.00	0.00	0.00
IVIII.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	7.88	1.22	5.03	7.37	5.70	5.39	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	37	4	28	13	31	25	0	0	0	0	0	0
Unad	ljusted Out	Total # of repair tickets restored in ≤ 24hrs	34	4	24	12	31	23	0	0	0	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	92%	100%	86%	92%	100%	92%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	339.58	4.88	319.75	159.75	176.68	181.48	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	9.18	1.22	11.42	12.29	5.70	7.26	0.00	0.00	0.00	0.00	0.00	0.00
Refu	nds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Ansv	ver Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	nds to reach live agent (w/ a	% ≤ 60 seconds												

Primary Utility Contact Information

menu option to reach live agent)

Name: Fred Lofy	Phone : 559-868-6376	Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Company Name:	The	Ponderosa 7	Геlephone Co.	U#:	1014-C	Report Year:	2018
Reporting Unit Type:	☐ Total Company	Exchange	Wire Center	Report	ing Unit Name:	Big Creek	

	Measurement (Cor	mpile monthly, file quarterly)		Date filed (05/15/18) st Quarter			Date filed (08/14/18) 2nd Quarte			Date filed (11/14/2018 3rd Quarte i	,		Date filed (2/14/19) 4th Quarter	
				Feb	Mar				Jul					
		Total # of business days	Jan 4.23	5.00	0.00	Apr 1.31	May 69.67	Jun 16.27	0.00	Aug 0.00	Sep 0.00	Oct 0.00	Nov 0.00	Dec 0.00
Insta	allation Interval	Total # of service orders	2.00	2.00	0.00	3.00	68.00	34.00	0.00	0.00	0.00	0.00	0.00	0.00
Min.	standard = 5 bus. days	Avg. # of business days	2.11	2.50	0.00	0.44	1.02	0.48	0.00	0.00	0.00	0.00	0.00	0.00
		Total # of installation commitments	2.00	2.00	0.00	3.00	68.00	34.00	0.00	0.00	0.00	0.00	0.00	0.00
Insta	allation Commitment	Total # of installation commitment met	2.00	2.00	0.00	3.00	68.00	34.00	0.00	0.00	0.00	0.00	0.00	0.00
Min.	standard = 95% commitment	Total # of installation commitment met	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		% of commitment met	100%	100%	0.00	100%	100%	100%	0.00	0.00	0.00	0.00	0.00	0.00
Cuct	tomers	Acct # for voice or bundle, res+bus	402	402	402	402	404	408	0%	0%	0%	0%	0%	0%
	omer Trouble Report	Acct # for voice of buridle, res+bus	402	402	402	402	404	400	U	U	U	U	U	U
Cust	Ioniei Trouble Keport	Total # of working lines												
	6% (6 per 100 working lines for	Total # of working lines Total # of trouble reports												
5	units w/ ≥ 3,000 lines)	% of trouble reports												
Standard		Total # of working lines												
an	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	10% (10 per 100 working lines	Total # of working lines	350	346	345	346	388	467	0	0	0	0	0	0
2		Total # of trouble reports	2	1	1	3	8	11	0	0	0	0	0	0
	for units w/ ≤ 1,000 lines)	% of trouble reports	1%	0.29%	0.29%	0.87%	2.06%	2.36%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	2	1	1	1	6	4	0	0	0	0	0	0
		Total # of repair tickets restored in ≤ 24hrs	2	1	1	1	6	4	0	0	0	0	0	0
Adju		% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	100%	0%	0%	0%	0%	0%	0%
	ervice Report	Sum of the duration of all outages (hh:mm)	22.88	1.85	19.30	19.55	30.12	14.40	0.00	0.00	0.00	0.00	0.00	0.00
iviin.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	11.44	1.85	19.30	19.55	5.02	3.60	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	2	1	1	1	6	5	0	0	0	0	0	0
Unac	djusted Out	Total # of repair tickets restored in ≤ 24hrs	2	1	1	1	6	4	0	0	0	0	0	0
of Se	ervice Report	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	80%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	22.88	1.85	19.30	19.55	30.12	58.45	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	11.44	1.85	19.30	19.55	5.02	11.69	0.00	0.00	0.00	0.00	0.00	0.00
Refu	ınds	Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
	onds to reach live agent (w/ a	% ≤ 60 seconds												
	u option to reach live agent)													

Primary Utility Contact Information

Name: Fred Lofy	Phone: 559-868-6376	Email: fredl@ponderosatel.com

Date Adopted: 7/28/09

Company Name:	The	Ponderosa T	elephone Co.	U#:	1014-C		Report Year:	2018
Reporting Unit Type:	☐ Total Company	Exchange	☐ Wire Center	Reporti	ng Unit Name:	Cima		

Measurement (Compile monthly, file quarterly)			Date filed (05/15/18)		Date filed (08/14/18)			Date filed (11/14/2018)			Date filed (2/14/19)			
	Measurement (Con	inplie monthly, me quarterly)	1st Quarter		2nd Quarter		3rd Quarter			4th Quarter				
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inets	Illation Interval	Total # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Min. standard = 5 bus. days		Total # of service orders	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. # of business days	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Installation Commitment		Total # of installation commitments	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment met	0.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	standard = 95% commitment	Total # of installation commitment missed	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
met		% of commitment met	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%
Cust	omers	Acct # for voice or bundle, res+bus	38	38	38	38	38	37	0	0	0	0	0	0
Cust	omer Trouble Report	·												
		Total # of working lines												
	6% (6 per 100 working lines for	Total # of trouble reports												
בַ	units w/ ≥ 3,000 lines)	% of trouble reports												
کور	00/ (0 m o r 400 m o r line o fo r	Total # of working lines												
Standard	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	400/ (40 per 400 weaking lines	Total # of working lines	46	46	46	46	47	45	0	0	0	0	0	0
	10% (10 per 100 working lines	Total # of trouble reports	4	4	0	0	2	0	0	0	0	0	0	0
	for units w/ ≤ 1,000 lines)	% of trouble reports	9%	8.70%	0.00%	0.00%	4.26%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
۸ di	sted Out	Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
Adju	ervice Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Min. standard = 90% within 24 hrs		Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Indicate if catastrophic event is in a month	no	no	no	no	no	no	no	no	no	no	no	no
		Total # of unadjusted outage report tickets	0	0	0	0	1	0	0	0	0	0	0	0
Una	djusted Out	Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
of Service Report	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
		Sum of the duration of all outages (hh:mm)	0.00	0.00	0.00	0.00	450.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Avg. outage duration (hh:mm)	0.00	0.00	0.00	0.00	450.97	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Ansv	wer Time (Trouble	Total # of calls for TR, Billing & Non-Billing												
	orts,Billing & Non-Billing) Min. dard = 80% of calls ≤ 60	Total # of call seconds to reach live agent												
seconds to reach live agent (w/ a		% ≤ 60 seconds												

Primary Utility Contact Information

menu option to reach live agent)

Name: Fred Lofy	Phone : 559-868-6376	Email: fredl@ponderosatel.com

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